

Victoria Airport Authority Annual Public General Meeting

Summary of Proceedings

Thursday, May 9, 2019

7:00 – 8:35 PM

Mary Winspear Centre, Activity Room 2
2243 Beacon Avenue, Sidney, BC

Attendance:

VAA Board Members

Gordon Safarik, Board Chair
Lynne Henderson, Board Vice-Chair
Marilyn Loveless, Board Secretary
Cathie Ounsted, Chair – Audit and Finance Committee
Eric Donald
Wendy Everson
Paul Gerrard
Allan Haynes
Charles Lovallo
Brenda Nunns Shoemaker
Wendy Zink

VAA Management

Geoff Dickson, President and CEO
Randy Bogle, Chief Financial Officer
Scott Cunningham, Director – Facilities
Ken Gallant, Director – Operations and Safety
Michelle Cooper, Manager – Human Resources
Mike Garraway, Manager – Safety and Emergency Services
Stephanie Long, Manager – Finance and Accounting

Regrets:

Rod Dewar, Chair – Planning and Development Committee
Mike Garraway, Manager – Safety and Emergency Services
Stephanie Long, Manager – Finance and Accounting

Recording Secretary

Melinda Orlowski – Executive Assistant and Corporate Secretary

Public In Attendance: 35

1. Call to Order

The meeting was called to order by Board Chair Gordon Safarik. Melinda Orlowski acted as Recording Secretary.

2. Welcome To Attendees

The Board Chair welcomed everyone to the Annual Public General Meeting (APGM) of the Victoria Airport Authority (VAA). He began the meeting by acknowledging the traditional land of the WSÁNEĆ First Nations.

The Chair also recognized a number of dignitaries and special guests:

- District of North Saanich
Mayor Geoff Orr
Councillor Celia Stock
Councillor Heather Gartshore
- Town of Sidney
Councillor Chad Rintoul
- External Auditor:
Sang Kiet Ly, KPMG LLP Victoria
- Transport Canada:
Linda Germain, Program Advisor – Air, Marine and Environmental Programs
(via teleconference)

3. Report from the Chair of the Board of Directors

Board Chair Gordon Safarik provided an update from the perspective of the VAA Board of Directors.

The APMG is one of three public meetings held each year to share information about VAA's past successes, its financial activities and plans for the future. Following the formal presentations, questions and comments from the audience are welcomed.

2018 was a very successful year for Victoria International Airport, with record passengers, profit and accolades from the airport users. The Board of Directors is very pleased with the results.

Dedicated Team

In February, VAA faced one of the most intense snow events in decades. Staff worked around the clock for many days, clearing runways, sidewalks and parking lots, assisting customers with digging out their snow-covered vehicles, and ensuring stranded passengers were as comfortable as they could be. While many of the extra efforts went above and beyond regular duties, the dedicated airport team believes in doing the right thing for the community.

The President and CEO was recently inducted into the White Spot Hall of Fame for his business achievements and innovation prior to joining the VAA, which continues into his current role. The airport team are continually innovating to improve the customer experience at YYJ.

Board of Directors

The role of the Board is to provide oversight and strategic guidance to Management, but not to manage the airport. YYJ has been recognized with a number of awards ranging from environmental, safety, customer service and financial management.

In accordance with the terms of the ground lease with Transport Canada, VAA is required to be audited by an independent third party every five years to ensure it is fulfilling its mandate. The report concluded that VAA led Canadian Airport Authorities in the development of a governance model. Its approach to the implementation of a governance model has been without peer in airports in the National Airport System, and it meets or exceeds the governance practices in any other airport in Canada.

The Chair acknowledged his Board colleagues for their work to provide oversight and guidance to the organization. The Board is the primary instrument of corporate governance. It is tasked with setting policy for Management, and ensuring the airport is accountable to its stakeholders.

New Five Year Strategic Plan

Later this year, the Board and Management will finalize a new Five-Year Strategic Plan which will set out the Mission, Vision and Guiding Principles for the airport. The new plan be available to the public in January 2020.

Concluding Remarks

In conclusion, the Board Chair views the airport less as a business and more of an idea. Consider if all organizations and institutions, whether small or large, private or public, strived to achieve the levels of excellence that has been made by YYJ. Our already-great community would be even greater. VAA is proud of its contributions and achievements to serve the traveling public.

4. Presentation of the Financial Report for the Year Ended December 31, 2018 by the Chief Financial Officer

With the assistance of a PowerPoint presentation, Chief Financial Officer Randy Bogle reported on VAA's audited financial results for the year ended December 31, 2018.

The independent financial auditor, Sang Ly, Partner with KPMG, was in attendance to answer any questions from the public.

2018 Passenger Growth

The strong passenger growth from 2017 carried into 2018. YYJ saw 12 record months, and year over year increases ranged from 3% in November to 10.8% in July. In December, YYJ celebrated the arrival of its two millionth passenger in a single year, which was a significant milestone for the airport. The year ended with 2,048,627 passengers, a 5.9% increase over 2017.

Since 2014, passenger traffic has increased by an average of 5.5% per year, or 24% in total. Increased passenger traffic has helped drive increases in revenue.

Revenue

For 2018, total revenue was \$39.5 million, which was an increase of \$2.3 million or 6% over 2017.

For accounting purposes, revenue is broken down into four different categories: aeronautical, non-aeronautical, Airport Improvement Fee (AIF), and deferred capital contribution. Of this total, the percentage of revenue can be broken down as follows: non-aeronautical 39%, AIF 39%, aeronautical 20%, and deferred capital contribution 2%.

- **Non-Aeronautical Revenue** consists of parking revenue, concession fees from car rental companies, restaurants, retail, advertising, taxis and shuttle bus operations. It also includes rental income received from land and terminal building tenants. For 2018, non-aeronautical revenue increased to \$15.5 million, an increase of \$1 million from 2017. Growing non-aeronautical revenue is important as it allows VAA to keep its fees low for the air carriers, and to continue operating a high quality, low cost airport.

- **Aeronautical Revenue** consists of the fees charged for aircraft to land at YYJ and to use the terminal building for passenger enplanement and deplanement. For 2018, aeronautical revenue was \$7.9 million, an increase of \$500,000 from 2017. This increase is related to increased aeronautical activity.

In the past five years, the number of available aircraft seats at YYJ has increased by 19% to 2.8 million seats. The increase in seats and passengers leads to increased revenue for the airport. The majority of the new seats are in the form of Q400 aircraft which is a 78-seat turbo prop aircraft which operates out of the lower passenger departure lounge. Increased activity in the lower lounge has resulted in the current construction project to increase the size of the hold room.

- **AIF Revenue** – The AIF is the \$15 charge per enplaned passenger that is collected at the time a ticket is booked. The funds collected by the AIF are restricted and can only be used to fund AIF-eligible capital projects and any debt related to these projects. Funds cannot be used to pay for any operating expenses. For 2018, AIF revenue increased by 6% to \$15.1 million.
- **Deferred Capital Contribution** – This category relates primarily to the recognition of a contribution received from the Canadian Air Transport Security Authority (CATSA) related to security upgrades for the baggage system. CATSA funded the majority of the new baggage system, and accounting guidelines require that the contribution be deferred and recognized over the life of the asset. Funds are recognized at the same rate as the project amortizes. For 2018, that amount was \$1.1 million.

Expenses

- **Operating Expenses** consist of costs to operate the airport such as security, utilities, salaries, landscaping, snow removal, fees paid to the carriers to collect the AIF, salaries and benefits. Operating expenses for 2018 were \$15.4 million, an increase of 4.7% over 2017.
- **Amortization** – Capital assets are long-lived assets that are constructed or purchased for use in the business. For accounting purposes, the costs for these assets are then amortized or depreciated over the expected life of the asset. An airport is a very capital intensive operation as it is continually growing. For 2018, amortization increased to \$9.5 million, an increase of \$900,000 over 2017.
- **Rent to Transport Canada and Property Taxes** – VAA pays rent to the Federal government, and property taxes to the District of North Saanich and Town of Sidney. Incremental rent paid to the Federal government is 8% of each dollar of revenue. Property taxes are based on the assessed value of the property and include amounts for schools, transit and the CRD. For 2018, rent and property taxes were \$3.4 million, an increase of 31%.

VAA is required to invest all profits back into the airport and lands for the benefit of the community. As rent and property taxes increase, this leaves fewer dollars for reinvestment that could ultimately result in increased fees for the traveling public.

- **Interest Expense** – YYJ is only one of two airports in Canada with no debt. For 2018, the interest expense was \$5,000 and relates to the availability of a credit facility in the event it is required.

Total Expenses for 2018 were \$28.3 million, an increase of \$2.4 million or 11% over 2017.

Excess Revenue over Expenses Reinvested in the Airport

Excess of Revenue over expenses, or net income, for 2018 was \$11.2 million, a decrease of 1.7% over 2017. All of these funds will be reinvested in the airport.

Statement of Financial Positions

- **Current assets** at year-end total \$26.1 million and consist primarily of cash, accounts receivable, deferred capital receivable, inventory and prepaid expenses.
- **Current liabilities** total \$5.9 million and consist primarily of accounts payable and deferred revenue.
- **The current ratio**, which measures a company's ability to pay short-term obligations is a very healthy 4.4 : 1.0 at year end, meaning that VAA has \$4.40 in current assets, primarily cash, for every \$1.00 in short-term liabilities.
- **Long-term assets** total \$113.6 million and represent the net book value of the capital assets. As previously mentioned, VAA has invested over \$187 million in capital assets since transfer in 1997.
- **Long-term liabilities** at year end are \$9.7 million. \$8.8 million of this relates to the deferred capital contributions. The amount is not considered to be a liability as it does not have to be repaid. It is classified here and will be amortized over the life of the assets.

Net Assets for 2018 are \$124.0 million, an increase of \$11.2 million. Net assets are made up of \$104.7 million invested in capital assets, and \$19.3 million in unrestricted net assets.

Concluding Remarks

In summary, the airport continues to be in strong financial shape now and in the years ahead. VAA has a strong balance sheet, is debt-free and has excellent working capital.

5. Report from the President and CEO

With the assistance of a PowerPoint presentation, President and CEO Geoff Dickson shared some highlights and accomplishments from 2018, as well as future plans for 2019 and beyond.

Strategic Goals

The Board Chair spoke about the lens VAA looks through as it approaches business. The CEO shared VAA's progress against the company's strategic goals for 2018 and some initiatives for the current year. VAA's key goals provide a foundation for focus on a number of areas including safety, the environment, customer service, facilities, financial responsibility, people and growing air service and connectivity to make YYJ a vital, vibrant airport.

Safe and Secure Airport

Nav Canada is the national air traffic control organization for Canada. On a local level, they created an initiative in partnership with the YYJ operations team to host a program for pilots and aviation enthusiasts called 'PrepAIR'. For the fourth consecutive year, YYJ hosted this seminar focusing on runway safety, with 120 pilots participating. This aviation safety program is now expanding across Canada to help keep airports safe.

In 2018, there were 39 bird and wildlife incidents at YYJ. In an effort to reduce the threat of bird strikes, VAA introduced a raptor trapping and relocation program as a mitigation tool.

YYJ acquired a new remote package handling system for bomb disposal. While it is hoped that this device is never needed, the airport is prepared to respond to potential threats.

TP312 is the regulation setting out the aerodrome standards and recommended practices. In 2018, enhanced paint markings were introduced to reduce the potential for runway incursions. YYJ was the first airport of its size to introduce the new TP312 5th Edition runway intersection markings.

With the legalization of cannabis, VAA ensured that policies were in place to address issues arising from passengers traveling to countries where it is not legal.

The focus for 2019 will be on runway and taxiway incursions, reducing bird and wildlife strikes, ensuring foreign objects and debris are minimized, improving safety on the main apron and eliminating controlled security breaches.

The Canadian Air Transport Security Authority (CATSA) oversees passenger and baggage screening at airports. A major announcement was made by the Federal government to create a new not-for-profit designated screening agency similar to Nav Canada and Airport Authorities, to replace CATSA which is currently a Federal government entity under Transport Canada. The intent is to streamline the screening process through the introduction of new technology resulting in better customer service. Nationally, security screening is one of the most significant challenges for airports with congestion, missed flights and the requirement for airlines to run on time. The new entity is hoped to be in place by spring 2020 and fully independent by 2021.

YYJ has one of the best security screening rates in the country, with 93% of passengers processed in under 15 minutes. The national standard is 85% within 15 minutes. Canada is working to meet global standards, which is processing 95% of passengers within 10 minutes and no customers waiting over 20 minutes.

Be a Leader in Environmental Protection

Environment has been a strong focus for VAA, investing over \$2.4 million thus far to remediate Reay Creek and TenTen Creek.

YYJ was one of the first airports in Canada to achieve Airport Carbon Accreditation Level 1. YYJ has made significant strides in reducing its overall carbon footprint, down 22% since 2013. The airport is moving to achieve Level 2 status in 2019 with the ultimate objective over time is to evolve to Level 4, carbon neutrality through offsets.

In 2018, VAA received the BC Aviation Council's Silver Wings award for environmental protection and restoration work on TenTen Creek.

Soil management is not something that comes to top of mind when thinking about airports, but it is an important issue. VAA took 15,000 m³ of soil from airport construction projects and stockpiled it on the north side of the airfield to improve agricultural land. This soil could have been trucked off site and relocated, however this soil will now be used for improved farming at YYJ. A similar initiative will be undertaken when the new upstream restoration work on Reay Creek occurs later this year.

Provide Exceptional Airport Facilities and Customer Service

With respect to airport facilities, YYJ ranked fifth overall in Canada for airport service quality. Over \$187 million has been invested into the airport since transfer from the Federal government in 1997, with \$15 million invested in 2018 and \$17 million planned for 2019. VAA is able to carry out this investment while operating debt-free.

The terminal expansion will have a significant impact on the customer experience at YYJ. Despite the departure lounge being under construction since January 2018, YYJ was successful in maintaining close to historic averages for customer satisfaction, ranking 4.41.

Lower Hold Room Expansion

In order to accommodate growth, the lower passenger departure lounge is undergoing a 1,800 m² expansion that will essentially double capacity. This major project is expected to be completed late summer 2019. VAA is working through the planning stages with the air carriers to ensure a seamless transition. Once phase 1 is complete, phase 2 will see the construction of a new washroom block to replace the undersized facility. Phase 3 will see the expansion of Spinnakers On The Fly. The hold room project is expected to be fully complete by the spring of 2020.

As part the design process, VAA engaged both the Rick Hansen Foundation and Changing Places to assist with accessibility principles and equipment. The organizations have provided tremendous insights to enhance the passenger experience for travelers with disabilities. The expansion will see the introduction of a number of features including low slope ramps for ease of movement, family washrooms with adult-size power change tables and a track hoist system, Braille tactile signage on stairs and handrails, controls mounted at accessible heights, audio loops at counters for the hearing impaired, and a pet relief area for service dogs. Making travel accessible to everyone is the right thing to do for YYJ's customers.

VAA is committed to the arts and the Board dedicates one-half of one percent of the budget for major capital projects to the arts community. For the lower hold room expansion project, VAA issued a call to artists seeking a new public art piece. Over 100 expressions of interest were received, resulting in 47 proposals. The Art at the Airport Advisory Committee narrowed down the bids to a shortlist of five artists, with interviews and presentations. The Committee unanimously selected 'Time Catcher' by Charles Campbell. The art installation will form a 12 meter diameter ring from a suspended array of three-sided wooden vessels, which are metaphorical carriers of ecological and cultural memory, and elicit multiple connections to both the natural and manufactured world. A verse from poet Octavia Butler's 'Paradise' will be inscribed on the surface of each vessel in Morse code.

The CEO shared a video update on construction of the lower hold room expansion project since March 2018 to date. The video provided a sense of the work done along the way.

Apple Maps

VAA is one of six airports in the country to work with Apple on their indoor mapping concept. The program went live in April and is another way to make the travel experience a little easier. VAA is proud to have one of the best GIS technicians on staff, and the Apple team was extremely impressed with his work.

Apron Expansion Phase 4

Part of the overall expansion program is the growth of the apron and aircraft parking. In anticipation for the requirement of more gate capacity, apron IV will be expanded by 9,000 m². Construction of this \$7.1 million project will get underway in summer 2019 and be complete in spring 2020. As the gate capacity increases by 30%, it will accommodate additional aircraft ranging from narrow body to wide body jets. The weather office will be relocated to the west, and a new viewing area will be constructed to accommodate plane spotters.

A \$4.3 million construction project to extend Taxiway Echo by 350 meters, the parallel taxiway serving the main runway 09-27, will commence shortly. Currently pilots are required to turn aircraft at the end of the runway, which results in delays in operation and slows the flow in and out of YYJ. The new taxiway will allow fluid access to the main runway. There is no economic benefit to the airport, however the new taxiway will be a fuel saver for the air carriers and provide more efficient operations.

Operate in a Financially Responsible Manner

YYJ is one of only two airports in the country that is debt-free. Operating costs are among the lowest quartile in Canada on a per-passenger basis, with non-aviation revenue as a percentage of overall revenue is 68%. YYJ's \$15 Airport Improvement Fee remains relatively low. Financial results improved 4.2% year over year.

VAA recently completed a tender for car rental services at YYJ, which resulted in mutually beneficial results for the airport and the car rental companies. There are four on-site service providers and one off-site company who pay rent, and the revenue derived from their business helps keep fees down for the air carriers.

Land Development

VAA is working through a number of land development opportunities at the airport.

Western Canada Marine Response Corporation is a spill response company that is establishing a number of satellite offices along the west coast. One of the first offices is being constructed at YYJ.

Long Term Parking and Roads

The transportation world is changing, so VAA has a lens on the longer term with respect to how that will impact the terminal design. There is a focus on long term parking and roads while looking to improve customer service, growing revenue and preparing for the introduction of transportation network companies (TNCs) such as Uber and Lyft. Plans are underway to extend and reorient the roadway to the west to accommodate parking and the many buses that will result once Victoria becomes a cruise ship home port. A 520-vehicle parking expansion is nearing completion to accommodate peak travel periods. With the introduction of TNCs, airports must be in a position to accommodate the new transportation service provider.

Retain and Attract a Talented Team of Employees

VAA has recruited a number of talented individuals over the past year, with several more people scheduled to join the organization in the coming weeks. These new hires are coming to YYJ from airports across the country such as Vancouver, Hamilton and Fort McMurray. The team possesses industry experience from the health, education, law enforcement, military, transportation and finance sectors. These diverse backgrounds bring significant training and expertise to the airport.

Attract and Maintain Air Service

2018 was a year of phenomenal growth for YYJ. Air North launched new Whitehorse service; Air Canada Rouge commenced new Montreal service; and ultra-low cost carrier Flair Airlines offered new Edmonton service. At 8.7%, YYJ saw the second highest seat growth of all airports in the National Airport System. Only Edmonton had higher growth. In 2018, YYJ served 2,048,627 passengers, which was a new record. Despite the extraordinary growth over the past several years, passenger traffic is starting to slow.

In terms of air service, Victoria is well served across Canada and to the Mexican sunspot destinations. There is strong potential for increased trans-border service to U.S. destinations such as Hawaii, Denver, Phoenix and Las Vegas.

Two recent aviation tragedies in Ethiopia and Indonesia involving the Boeing 737-MAX 8 aircraft resulted in the grounding of the worldwide fleet of MAX aircraft until it can be determined what went wrong, and prevent it from recurring.

The 737-MAX 9 is a powerful aircraft with the engines located further forward on the wings, ahead of the center of gravity. This results in more thrust on takeoff and a steeper angle of attack when climbing. The Manoeuvring Characteristics Augmentation System (MCAS) on board the aircraft has an automatic correction system that stabilizes the aircraft. In both instances, the system over-corrected thinking that the aircraft was climbing too steeply, resulting in the crashes.

Boeing is working to correct the defect and train pilots on how the system works. There will be a high level of scrutiny before the MAX 8 will be allowed to fly again. In the meanwhile, there has been a ripple effect through the industry. Both Air Canada and WestJet anticipate this issue will impact their summer schedules.

The return of Montreal service on a 767 aircraft has been delayed, and it is anticipated that Flair Airlines will not operate Edmonton service this summer. Flair's leased aircraft were returned to the European operator who need their fleet back with the MAX 8 being grounded. Swoop has paused its expansion plans for the time being, but the aviation industry is confident that the MAX aircraft will make a return within the next four to eight months.

February 2019 Snow Event

In what is a relatively rare occurrence in Victoria, YYJ was hit by an intense series of snow events in February. This could have been a catastrophic situation if not for the dedicated team of professionals at YYJ. In a seven day period, the main runway was closed twice which has not occurred in many years. Over 70 cm of snowfall combined with 68 km/h winds resulted in 228 delayed flights and 18 flight cancellations out of 650 flights. A photo depicted the conditions faced by the YYJ Operations team who worked around the clock to maintain the main 7,000 foot runway.

VAA made a significant investment of over \$2 million in sweepers, tractors, snow blowers, spreaders and other heavy equipment to be in a position to deal with inclement weather. The CEO is proud of the team who went well above and beyond their usual duties in very challenging circumstances.

6. Public Comments / Questions

The Board Chair opened up the floor to questions and comments.

- **Steve Duck addressed the room in his role with Cycling Without Age, an organization that provides free bike rides to physically less able people in the area. He complimented the VAA on the Flight Path, a 9.3 km multi-use bike and walking trail that encircles the airport, which is a wonderful community amenity. He inquired whether there was any consideration to removing the bollards to the entrances of the trail where people cross the roads. He understands the bollards are in place to prevent vehicle traffic from entering the path, however they present a danger to cyclists in the darker hours, and they are too narrow for members of the cycling group to get through with their specialized bicycles.**

VAA is examining various types of bollards and looking at options. The bollard recommended at the time of construction were yellow foot bollards, however the matter is under review.

- **Steve Duck inquired whether consideration could be given to approaching the District of North Saanich and Town of Sidney to connect the Flight Path to the other paths in their communities.**

This is an initiative that the CEO has proposed to both municipalities in the past. VAA constructed the Flight Path from its own funds, but it understands and respect that the municipalities may have different spending priorities. VAA is definitely supportive of connecting the trails but it may be a more complicated matter for North Saanich and Sidney.

- **Brian Jan inquired about the new proposed model for CATSA and whether it would be a local or national not-for-profit corporation.**

The new CATSA would still be federally regulated but would be a new no-share capital corporation with 100% of revenue being reinvested into airport screening operations. Once legislation is passed, a new designated screening authority will be created. The change would allow the new entity to deliver screening services without having to line up for funding from the Federal government. For each airline ticket sold today, the security charge goes into general revenue so CATSA is not receiving the full funding that is generated by the fee. Creating a stand-alone entity with its own revenue stream will allow the company to invest in better technology and improve customer service.

- **Dave Cowan expressed his support for the airport team. His experience at the airport is always improving, and he is a strong supporter of local control over assets. VAA has a solid economic model. He inquired whether there were potential disruptors to the robustness of the airport's success, and whether it would ever return to a community-based model.**

VAA always has an eye on future demand and hopes never to be in a position of over-building the facilities. For example, an airport in Northern Alberta anticipated strong growth and continued to build, then passenger numbers dropped off significantly, resulting in 100% of their revenue being used to service their debt. VAA operates from the perspective of being slightly in front of the demand curve, which allows it to be more flexible and delay capital plans if needed.

With respect to returning to a community-operated model, the current model works well. The Federal government still wants to be land owners and regulators, and there are currently no plans to sell their assets. VAA strives to be a financially successful airport with a community focus, which is the best of both worlds.

- **Councillor Celia Stock inquired whether the local First Nations have presented VAA with a business plan to receive part of the airport's revenue for aboriginal rights and title, as was presented to Vancouver International Airport.**

In the summer of 2017, Musqueam First Nation and YVR reached an agreement that would see a percentage of revenue directed to the Nation, along with job opportunities. This has been a successful partnership. VAA was approached, and the CEO met with the four WSANEC chiefs and MLA Adam Olsen in June 2018 for exploratory talks regarding a Friendship and Sustainability Agreement, similar to YVR. There have been three meetings to date and discussions continue.

- **Jack Mason inquired about linkages to surface transport. The airport is building more parking, but he suspects that people are making the decision to drive rather than paying for a \$75 taxi trip each way. He asked about alternatives for transit and what VAA was doing to encourage alternate surface transit.**

VAA anticipates TNCs such as Uber and Lyft will be in place by the end of the year. They will provide new opportunities for surface transportation. With respect to BC Transit, there are currently 42 trips per day between the airport and the McTavish Road interchange. Discussions are ongoing with BC Transit to increase service; VAA would like to see the 72 bus diverted into the terminal, however BC Transit have good reasons behind their route planning. VAA met with BC Transit in early May to discuss a pilot project that would see several trips per day traveling to the airport during peak times. YYJ Airport Shuttle operated by Wilson's Transportation provides good service to the hotels and has been a quantum change in professionalism and consistency of scheduling, which has been beneficial for customers. YYJ offers bicycle lockers and a bike assembly station if people want to cycle to the airport.

- **Tom Moore noted that VAA had a positive year, but with more flights come more noise. He asked if VAA could ensure the noise level is kept down during the day.**

While there are curfews imposed on certain runways during certain operating times, the airport is essentially open 24 hours a day. There is no scheduled service between midnight to 5 AM. VAA undertook a noise survey in 1999 then updated it in 2018 that demonstrated despite increased activity, the airport is the same or quieter than in 1999. Technology on aircraft are resulting in quieter engines; commercial engines have lower noise levels than before, however there are still ways to mitigate noise from the consistent circuits from the flying schools. It should be noted that noise frequency indicates not to build houses around airports because of noise levels, but many were constructed some time ago in frankly too close a proximity.

- **Steve Duck inquired about limited or non-existent taxi service between the airport and Sidney, particularly late at night.**

The CEO has heard over the years of the occasional incident where the contracted taxi service provider did not want to take customers with short trips. However if they refuse service, they could lose their contract. Some Sidney hotels raised their concerns with the VAA, however the hotels could also offer a shuttle to the airport. Sidney Taxi operates specifically for short trips. In the wake of the complaints from the Sidney hoteliers, VAA established a Transportation Committee involving VAA, the Sidney Business Improvement Area Association and a number of local hotels to explore solutions to this problem.

There were no further questions or comments from the public.

7. Concluding Remarks

The Board Chair thanked the attendees for their interest in the airport, and for participating in meeting. He recognized the Executive Assistant for coordinating the meetings and for her work supporting the CEO and Board of Directors.

10. Adjournment

There being no further business, the meeting was adjourned.